



## CLIENT SERVICE INDEX (CSI)

Client company name	Leyaro Properties		Date of CSI	
Client company name				
CSI completed by (name)	Andie Pillay	Designation	Finance Manager	
Client signature				
*Mtshoko Rep. name	Nicholas Xhongo	Designation	Chief Executive Officer	
*Mtshoko Rep. based	<input type="checkbox"/> On-site <input type="checkbox"/> Off-site	Signature	<i>[Signature]</i>	
Frequently of CSI	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/>	Other - specify:		
Client Payroll Frequency	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/>	Other - specify:		



CSI MEASUREMENT AREAS		N/A	1	2	3	4	5	6	7	8	9	Your Comments: 1) What are we doing right ? 2) Where can we improve? 3) How can we improve (if applicable)?
1	<b>Invoicing</b> *Accuracy *Timeously delivery *Ease of use & or user - friendly										X	
2	<b>PPE</b> *Issued as per your signed Costing *Neatness and appearance										X	
3	<b>Placement of *Assignee(s)</b> *Per SLA *Quality of *Assgnees placed										X	
4	<b>Replacement of Absent*Assignee(s)</b> *Per SLA *Quality of* Assignee(s)placed										X	
5	<b>Management of Labour Relations</b> *IR(i.e.disciplining amongst others) *CCMA Case handling & outcomes										X	
6	<b>Management of Queries</b> *Timeously (Action and feedback) *Professionally										X	
7	<b>Visibility and or availability of Management</b> *For meeting, visit, amongst others *Contact via cell, landline or email										X	
8	<b>Monthly Site Reports</b> *Impact Dashboard(if applicable) *Other info,requirements,etc.										X	
9	<b>OVERALL PERFORMANCE ON SITE</b>										X	
			1	2	3	4	5	6	7	8	9	

Final-Overall Comments:

Actual Rating Points	100%
Potential Rating Points	100%
CSI% Achieved	100%

FOR MTSHOKO OFFICE ONLY

Corrective Action (if and where applicable)

To be actioned by	
Completed by (date)	